

ECOURTS INITIATIVES

DECEMBER 5, 2019

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COURT FACILITY PHONE REPLACEMENT PROJECT

Replacement of 8,000 EOL phones statewide: 234 locations

- In addition to EOL requirement, required to complete prior to network project
- New phones provide enhanced telephony services
 - Voicemail to email
 - Statewide paging services, etc.
- **Project completed Q4 2018**



COURTROOM ENHANCEMENT PROJECT

Upgrade courtroom/mobile EOL digital recording device software

- Digital recording required within district courtroom proceedings
- Courtroom digital recording devices upgraded
- **Project Completed Q1 2019**

Implement statewide wireless technology

- Technology provides AOC/Guest wireless access within courtrooms
- eCourts foundational requirement
 - Access to digital case management data while in court
- **Project Completed Q1 2019**



COURT FACILITY DESKTOP REPLACEMENT PROJECT

Replace EOL Laptops/Desktops and upgrade to Windows 10

- EOL replacement: 3,000 devices statewide
- Windows 10 OS: Upgrade 8,000 devices
- Implementation of enhanced endpoint security software (AV/IPS)
- **Project Completion Q1 2020**

Replace EOL Microsoft Office Suite applications

- Email migration from on-site to cloud hosted
- Migration to cloud hosted file storage
- Provides for anywhere, anytime access to email/cloud storage
- ICMS Dependency: Outlook calendaring/MS Word forms
- **Project Completion Q1 2020**



NETWORK REDESIGN PROJECT

New Network Will Support Hybrid-Cloud Technologies

- Replace EOL network devices in court facilities statewide
- Two network paths to each court facility (WAN/Internet)
- Enhanced voice/video collaboration (IM/Presence/WebEx)
- Enhanced network security supporting cloud hosted applications and storage
- eFax technology implementation
- **Project Completion Q2 2021**
- Expansion of court facility wireless access based on funding availability



IDENTITY & ACCESS MGMT PROJECT

Implement Identity and Access Management Program

- Revise NCAOC security policies and procedures to support cloud security
- Create NCAOC Security Awareness Training for Judicial Branch employees
- Implement Cloud Hybrid-Directory Service
- Create NCAOC Single Sign-On Security Portal (O365/ICMS)
- Implement Mobile Device Management (BYOD)
- Provide secure access to cloud services via Internet (MFA)
- **Project Completion Q4 2020**



ICMS ENDPOINT DEVICE PROJECT

Provide End-Point Devices in support of eCourts Initiative

- Conduct business requirements analysis for end-point device requirements
- Replace/upgrade court facility desktop monitors with dual high-definition monitors
- Deploy court facility mobile devices per business requirements analysis
- Replace cash registers with point-of-sale devices (Integrated Credit Card Readers)
- Deploy court facility kiosk devices based on business requirement (Portal/eFiling)
- **Project Completion Q1 2021 for ICMS Go-Live counties /Monitors state wide Q4 2021**



SOLICITING A VENDOR SOLUTION

- National Center for State Courts (NCSC) project team engaged, met with stakeholders, developed business requirements, assisted in drafting a *Request for Proposals* (RFP)
 - Worked successfully with other jurisdictions to select and implement integrated case management systems (ICMS)
 - Brought a unique perspective and understanding of national best practices
- March – May 2018
 - Conducted 40+ meetings with internal and external stakeholders to gather business requirements for system to be incorporated into the RFP
 - 8 locations across the state



GATHERING THE BUSINESS REQUIREMENTS

- Multiple regional sessions with:
 - Clerks of Superior Court
 - Judicial Staff/Court Managers
 - District Court Judges
 - Superior Court Judges
 - Magistrates
 - District Attorneys – Elected and staff
 - Indigent Defense Services
- Sessions also held with:
 - Dispute Resolution Commission
 - Sheriffs / Chiefs of Police
 - Department of Public Safety
 - Department of Motor Vehicles
 - Indigent Defense Services
 - Custody Mediation
 - Guardian ad Litem
 - Language Access Services
 - Private Attorneys
 - Select NCAOC Staff



PROCUREMENT PROCESS TIMELINE

- August 2018 – RFP posted, vendor questions due to AOC
- September 2018 – AOC response to vendor questions posted
- October 2018 – Proposals due
- October – November 2018 – Vendor Selection Committee evaluations
 - Superior Court Judge, District Court Judge, District Attorney, Public Defender, Trial Court Administrator, District Court Trial Court Coordinator, two Clerks of Superior Court, four NCAOC staff.
- December 2018 – finalist vendor demonstrations and Committee recommendation(s) to NCAOC Director
- June 7, 2019 – NCAOC Interim Director McKinley Wooten signed contract with Tyler Technologies



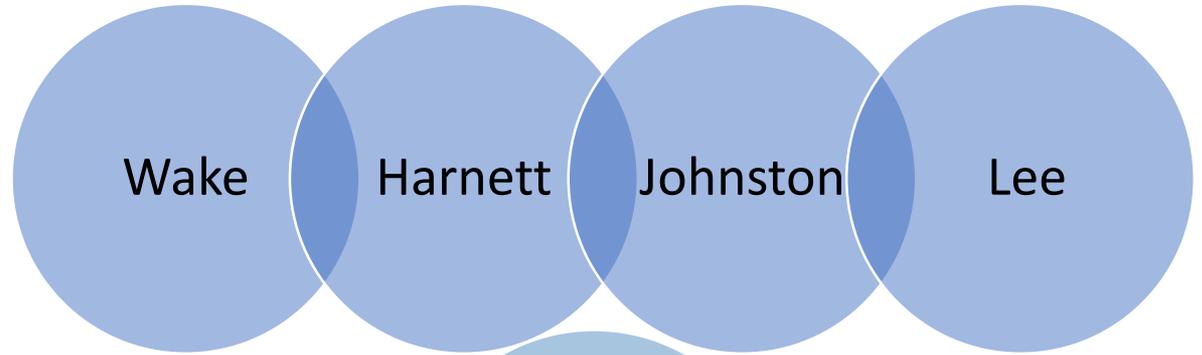
HIGHLIGHTS OF CONTRACT

- Include case management and efilings for all case types
- Software hosting in the cloud; NCAOC mainframe will be retired
- Configuration and statewide rollout will take approximately five years
- Configuration of system to meet North Carolina's specific needs will take approximately 21 months
- Pilot counties will go-live in approximately 21-24 months
- There will be a total of twelve tracks/phases for statewide rollout
 - "Big bang" rollouts of all case types at the same time
- The term of the contract is for ten years

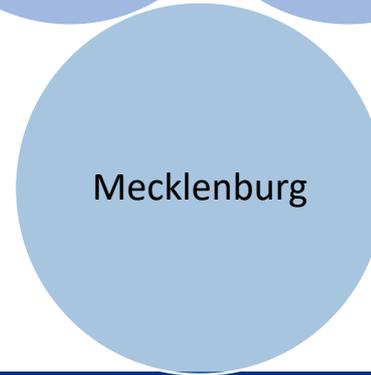


PILOT AND EARLY ADOPTER COUNTIES

**Track 1
Pilot Counties**



**Track 2
Early Adopter
County**



PILOT AND EARLY ADOPTER COUNTIES

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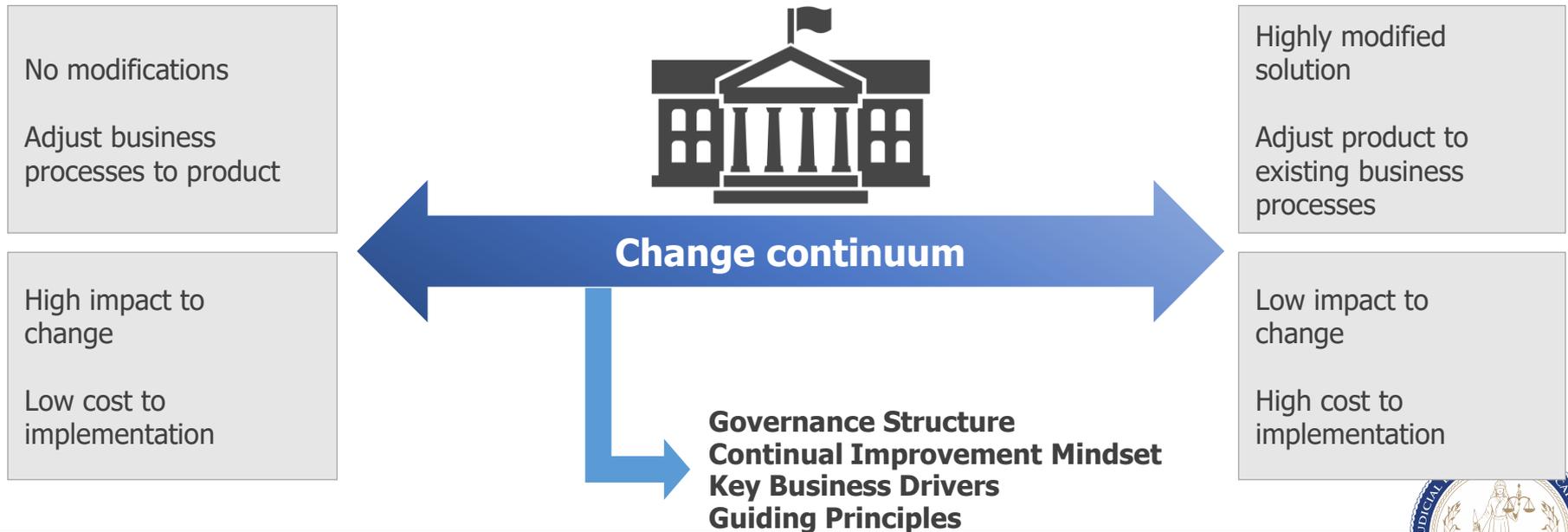
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MANAGING THE CHALLENGE OF CHANGE

Typical Challenge: Users tend to be more comfortable attempting to make the software fit the existing processes versus exploring different ways of conducting business with the new application



GOVERNANCE

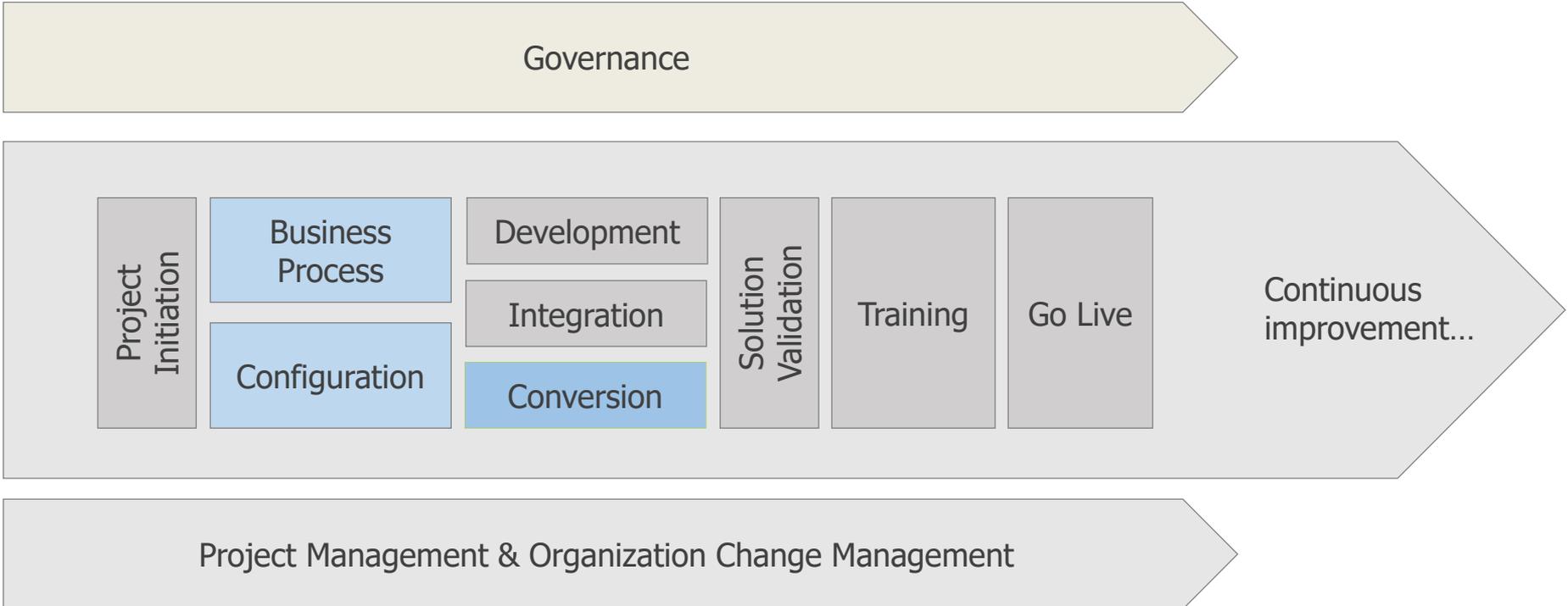
- eCourts Advisory Committee

Clerk	Todd Tilley, Perquimans County	Cindy Casteen, Assistant Clerk, Onslow County
District Court Judge	Susan Burch, District Court Judge, District 18	Tiffany Whitfield, District Court Judge, Cumberland County
Superior Court Judge	Allen Baddour, Superior Court Judge, District 15B	Adam Conrad, Special Superior Court Judge, Business Court
Judicial Staff	Tonya Gilley, Superior Court TCA, District 5	Sharon Orr, District Court TCC, District 29B
District Attorney	Lorin Freeman, District Attorney, Wake County	Arneatha James, Assistant District Attorney, District 5
Public Defender	Jennifer Harjo, Public Defender, New Hanover County	
Magistrate	Phillip Coates, Magistrate, Nash County	
Wake County	Paul Ridgeway, Senior Resident Superior Court Judge, District 10	
Mecklenburg County	Regan Miller, Chief District Court Judge, Mecklenburg	

- This Committee will be responsible for advising on configuration conflicts among working groups, recruiting subject matter experts for working groups, and for helping keep their constituent groups informed.



IMPLEMENTATION ELEMENTS IN PROGRESS





THANK YOU